



Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121
www.ownerconnection.com

1997 Club Wagon
Vehicle ID #: 1FE *File Copy*
STATE OF UTAH MOTOR POOL
CAPITOL PLAZA CAPITAL BLDG
SALT LAKE CTY, UT 84114

0507

01S14

April, 2001



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1997 through 2001 model year E-150 Wagons, E-350 Wagons, and E-350 Ambulance Prep Package Vans, equipped with 35 gallon mid-ship fuel tanks.

We apologize for this situation and want to assure you that with your assistance we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

What the issue is ...

In some of the affected vehicles, a hairline crack may develop on the top of the fuel tank. If a crack develops, the exterior of the fuel tank may become wet with fuel. In some cases, fuel may drip on the ground. Fuel leakage in sufficient quantity in the presence of an ignition source could potentially result in a fire.

What Ford Motor Company and your dealer will do ...

Ford Motor Company will repair your vehicle free of charge (parts and labor). To reduce stress levels in the fuel tank on your vehicle, Ford dealers will install insulators on the fuel tank. In the rare event your vehicle has already developed a fuel tank crack, a new fuel tank will be installed free of charge.

How long will it take?

Fuel tank insulators can be installed in less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In the rare case where inspection reveals that a new fuel tank must be installed, your dealer may need to order parts. In this situation, your dealer will require your vehicle for a longer period of time.

What we are asking you to do ...

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 01S14.

When you bring your vehicle in, show the dealer this letter. However, If you misplace this letter, your dealer will still do the work, free of charge.

Need a rental?...

If a fuel tank replacement is necessary, your dealer is authorized to provide a rental vehicle at no charge (except for fuel) while your vehicle is at the dealership for repairs.

If you've already paid for this service ...

If your fuel tank was cracked as previously described and you paid to have the fuel tank replaced before the date of this letter, Ford is offering a refund. To receive the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

If you've changed address or sold the vehicle ...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call (800) 392-3673 ...

Office Hours: (Eastern Time Zone)

Monday-Friday: 8AM – 11PM

Saturday: 9AM – 6PM

TDD for the hearing impaired.

Hearing impaired, call (800) 232-5952 ...

Or you may contact us through the Internet ...

www.ownerconnection.com

Our current response time to Internet inquiries is three business days.

You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Quality Care service is there for you all year long.

QualityCare™
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company for automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs